
Overton Power District #5

(OPD5)

Member Privacy Policy

Last Updated: July 2026

This Privacy Policy describes how **Overton Power District #5** (“OPD5,” “Company,” “we,” “us,” or “our”) collects, uses, shares, and protects personal information when you interact with our websites (including **opd5.com** and **ebill.opd5.com**), mobile applications (including the Mobile OPD5 app), online billing portals, and any other platforms where this Privacy Policy is linked (collectively, the “Platform”). It also tells you how you can reach us with questions related to privacy.

TYPES OF INFORMATION WE COLLECT

We collect information about you in a variety of ways depending on how you interact with us and our Platform:

- **Directly from you** when you provide it to us, such as when you create an online account, complete a service application or contact form, sign up for outage alerts or other communications, make a payment, or contact us through the Platform.
- **Automatically** by cookies, server logs, and similar technologies when you interact with our Platform.
- **From other sources**, including our service providers, payment processors, credit reporting agencies (where applicable for service establishment), and publicly available sources.

The following provides examples of the type of information that we collect and how we use that information. If you fail to provide certain personal information when requested, we may not be able to provide service, process payments, or fulfill other obligations we have to you.

Context	Types of Data	Primary Purpose for Collection and Use of Data
Account / Online Portal	Name, contact information, service address, account number, username/password, payment method details, transaction history, and information related to actions performed while logged into your account.	To provide account-related functionalities, including online bill presentment and payment, viewing usage history, managing preferences, and receiving account-related communications.
Service Establishment & Customer Service	Name, service address, mailing address, phone number, email, identification information, and any information needed to establish, maintain, or terminate electric service.	To establish and maintain electric service accounts, respond to service requests, process applications, and communicate about outages, billing, or other service matters.
Cookies and First-Party Tracking	We use cookies and similar technologies. "Cookies" are small pieces of information that a website sends to a device while a website is viewed.	To ensure our Platform operates efficiently, remember preferences, and improve user experience.
Cookies and Third-Party Tracking	We may use third-party technologies for analytics or limited advertising. A third party may collect information about your use of our Platform via cookies or similar tools.	To understand how visitors use our Platform, improve services, and (where applicable) provide relevant information.
Mobile Devices / App	Device type, unique device identifiers, IP address, operating system, browser type, and information about how you use the Mobile OPD5 application. Location data may be collected if you enable location services (for example, to show local outage information).	To identify unique visitors, deliver app functionality, understand mobile usage patterns, and provide location-relevant information when enabled by the user.
Payments	Payment card or bank account information (processed by our payment processors), transaction amounts, dates, and related billing data.	To process payments for electric service and related charges, maintain accurate billing records, and detect or prevent fraudulent transactions.

HOW WE USE YOUR INFORMATION

In addition to the purposes and uses described above, we use information in the following ways:

- To identify you when you visit our Platform or contact us.
- To provide electric utility services and related products.
- To improve our services, website, and mobile application.
- To process payments and manage billing accounts.
- To conduct analytics and understand usage of our Platform.
- To communicate with you, including responding to requests, inquiries, outage reports, or feedback.
- To send service-related notices, outage alerts, billing reminders, and (where permitted) informational or promotional materials.
- To detect and protect against malicious, deceptive, fraudulent, or illegal activity, including violations of our policies, security incidents, and harm to the rights, property, or safety of OPD5, our members, employees, or others.
- To debug, identify, and repair errors that impair the intended functionality of our website, portals, and services.

-
- To comply with our legal or regulatory obligations, to establish or exercise our rights, and to defend against legal claims.
 - For internal administrative purposes and to manage our relationships with members and customers.
 - For such other purposes as you may consent (from time to time).

HOW WE SHARE YOUR INFORMATION

We may share your information in a variety of ways, including:

- Within our organization and with service providers who perform services on our behalf (such as payment processors, bill presentment providers, IT and hosting vendors, and customer communication platforms).
- With any successors to all or part of our operations, if applicable.
- When required to comply with the law, legal process, or governmental requests.
- To protect the rights, property, or safety of OPD5, our members, employees, or others.
- With your consent or at your direction.

Mobile Information and Text Messaging: We do not share mobile information or opt-in consent with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties.

Any third parties with whom information is shared are expected to provide appropriate protection of the information consistent with this Privacy Policy and applicable law.

ACCOUNT DELETION

The Platform may allow you to create an online account for bill payment and account management. To request deletion of your online account credentials or certain online profile information, please contact us using the information in the Contact Us section below. Note that deletion of online account access does not terminate your electric service account or erase records that OPD5 is required to retain for billing, regulatory, or legal purposes.

CHILDREN

The Platform where this Privacy Policy is located is intended for adults and for the management of utility service accounts. We do not knowingly collect personally identifiable information from children under the age of 13. If you are a parent or legal guardian and believe your child has provided us with personal information, please contact us using the information in the Contact Us section below and mark your inquiry "Children Information Request." We will take steps to delete such information as appropriate.

SECURITY AND DATA RETENTION

The Internet is not 100% secure. We cannot promise that your use of our Platform will be completely safe. We encourage you to use caution when using the Internet and to protect your account credentials. We use reasonable administrative, technical, and physical safeguards to protect personal information under our control. In the event that we are required by law to notify you of a breach of your personal information, we may notify you electronically, in writing, or by telephone, as permitted by law.

Information we maintain may be stored in the United States. If you live outside of the United States, you understand and agree that we may transfer your personal information to the United States. This Platform is intended primarily for

use by members and customers in the service territory of Overton Power District #5 in Nevada and is subject to the laws of the United States and the State of Nevada.

We retain personal information only as long as necessary to fulfill the purposes outlined in this Privacy Policy, including to satisfy legal, accounting, regulatory, or reporting requirements, unless a longer retention period is required or permitted by law. To determine appropriate retention periods, we consider the amount, nature, and sensitivity of the information, the potential risk of harm from unauthorized use or disclosure, the purposes for which we obtained the information, and applicable legal requirements.

THIRD PARTY LINKS

Our Platform may contain links to third-party sites that are not governed by this Privacy Policy. If you click on a link to a third-party site, you will be taken to a site we do not control. We are not responsible for the privacy practices of those third-party sites. We encourage you to read the privacy policies of any third-party sites you visit.

CHANGES TO THIS PRIVACY POLICY

From time to time, we may update this Privacy Policy. We will notify you of any material changes as required by law, which may include posting the updated policy on our Platform. Please check our Platform periodically for updates. Your continued use of the Platform after changes become effective constitutes acceptance of the revised Privacy Policy.

CONTACT US

If you have any questions, comments, or concerns regarding our privacy practices or this Privacy Policy, wish to exercise any applicable privacy rights, or need to access this Privacy Policy in an alternative format due to a disability, please contact us:

Overton Power District #5

Attn: Customer Service / Privacy Inquiries

Moapa Valley Office

615 N Moapa Valley Blvd

P.O. Box 395

Overton, NV 89040

Phone: (702) 397-2512

Virgin Valley (Mesquite) Office

731 Turtleback Rd

Mesquite, NV 89027

Phone: (702) 346-5710

Email: customerservice@opd5.com

Website: <https://opd5.com>

This Privacy Policy is provided for the use of Overton Power District #5 and its members/customers. It is intended to describe OPD5's general practices regarding personal information collected through its digital platforms. OPD5 remains responsible for ensuring that its actual data practices align with the disclosures in this policy and with applicable law.